



Case Docket No. 200-0053 (FMC 1185 PUS)

AMENDMENT TRANSMITTAL

In re application of: WILLIAM T. ROWSE ET AL.	Serial No.: 09/547,661
	Filed: April 12, 2000
Title: METHOD FOR PROCESSING A CUSTOMER CONCERN	

To: Commissioner for Patents
United States Patent and Trademark Office
Washington, D.C. 20231

Sir:

Transmitted herewith is an amendment in the above-identified application.

___ Applicant has previously claimed small entity status.

The filing fee has been calculated as shown below:

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	(Col. 1)		(Col. 2)	(Col. 3)	Small Entity		Other Than Small Entity	
	Claims Remaining After		Highest No. Previously Paid For	Present Extra	Rate	Additional Fee	Rate	Additional Fee
Total	37	minus	37	= 0	x 9 =	\$	x 18 =	\$ -0-
Indep.	4	minus	3	= 1	x 42 =	\$	x 84 =	\$ 84.00
First Presentation Of Multiple Dependent Claim					x 140 =	\$	x 280 =	\$ -0-
					Total Addit. Fee	\$	Or Total	\$ 84.00

* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.
** If "Highest No. Previously Paid For" is less than 20, write "20" in this space.
*** If "Highest No. Previously Paid For" is less than 3, write "3" in this space.

X A Petition fee under 37 C.F.R. § 1.17 has been calculated in the amount of \$ 110.00 to cover a 1-month extension of time under 37 C.F.R. § 1.136(a).

Payment of fee(s) calculated above:

___ No additional fee is required.

___ A check in the amount of \$ ___ to cover the additional filing fee and/or Petition fee is enclosed.

X Please charge Deposit Account No. 06-1510 (Ford Global Technologies, Inc.) in the amount of \$ 194.00. A duplicate copy of this sheet is enclosed.

X The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 06-1510 (Ford Global Technologies, Inc.) A duplicate copy of this sheet is enclosed.

X Any additional filing fees required under 37 C.F.R. § 1.16 for the presentation of extra claims.

X Any patent application processing fees under 37 C.F.R. § 1.17.

CERTIFICATE OF MAIL UNDER 37 C.F.R. § 1.8

I hereby certify that this correspondence, including all enclosures, is being deposited with the United States Postal Service as first class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231.

12/9/02
Date of Deposit

DONNA SCHULTE
Name of Person Signing

Signature

Donna Schulte

Respectfully submitted,

WILLIAM T. ROWSE ET AL.

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JOHN S. Le ROY
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12/26/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

WILLIAM T. ROWSE ET AL.

Serial No.: 09/547,661

Filed: April 12, 2000

For: **SYSTEM FOR PROCESSING A CUSTOMER CONCERN**

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

Group Art Unit: 3629

Examiner: Jonathan P. Quellette



**AMENDMENT UNDER 37 C.F.R. § 1.111
AND PETITION FOR EXTENSION OF TIME
UNDER 37 C.F.R. § 1.136(a)**

Commissioner for Patents
United States Patent and Trademark Office
Washington, D.C. 20231

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Sir:

Applicant hereby petitions for a one-month extension of time to respond to the Office Action dated August 7, 2002, thereby extending the time period within which to respond to December 7, 2002.

In response to the Office Action mailed August 7, 2002, please amend the above-identified application as follows:

In The Drawings

The Applicants propose the enclosed amendments (shown in red) to Figures 4, 6, 8 and 11 in response to the Examiner's remarks relating thereto. Corresponding amendments to the specification have been made as well. No new matter has been added. Approval of the proposed revisions to the drawings is respectfully requested.

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8	
I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Commissioner for Patents, United States Patent and Trademark Office, Washington, D.C. 20231 on:	
12.9.02 Date of Deposit	JOHN S. Le ROY Name of Person Signing
John S. Le Roy Signature	

12/30/2002 LYON 11 00000003 061510 84.00 CH 10.00 CH 01 FC:1201 02 FC:1251